

# GROUP HEALTH

## Cooperative of Eau Claire




PO BOX 3217 - 2503 North Hillcrest Parkway, Eau Claire, WI 54702  
Phone Number: 715/552-4300 FAX Number: 715/552-3500  
[www.group-health.com](http://www.group-health.com)

Type of Plan ..... Health Maintenance Organization  
Total Number of Members..... 24,577  
Years of Operating Experience ..... 29  
Total Number of Primary Care Physicians (PCPs)..... 145  
Percentage of PCPs Accepting New Patients ..... 100%  
Percentage of Board Certified Specialty Care Physicians ..... 80%  
Number of Hospitals Affiliated with Plan..... 15  
Number of Urgent Care Facilities ..... 5  
Number of Dentists..... No Routine Dental Benefit

### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	All specialty services require a written referral from a <b>GHC</b> primary care physician. A referral is not necessary for chiropractors or optometrists, but members must use participating providers.
<b>Medicare Claims Procedure</b>	Our Medicare claims process is fully automated. When you use a <b>GHC</b> participating provider, you do not have to submit any claims or do any paperwork.
<b>On-Line Services</b>	The following information is available at <a href="http://www.group-health.com">www.group-health.com</a> : complete provider directory, benefit description and distribution of temporary ID cards.
<b>Outpatient Mental Health Network/Policy</b>	No referral is required for services received from a <b>GHC</b> participating provider. Please refer to the GHC Provider Directory for a listing of our participating mental health providers.
<b>24-Hour Nurse Line</b>	Our toll-free FirstCare Nurse Line (800-586-5473) is staffed 24 hours a day, 7 days a week by registered nurses to help members make decisions about going to the emergency room, urgent care, treatment at home or making an appointment with a physician.
<b>PCP Restrictions</b>	Members can change provider/clinic twice a year. Primary care includes: Family Practice, Pediatrics, Internal Medicine & OB/GYN
<b>Dental Benefits Provided</b>	No routine dental coverage provided.
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>• Offer a voluntary program to help members manage their diabetes and asthma care.</li> <li>• Provide reminders to member regarding immunizations, mammograms, diabetes and asthma care, and cervical cancer screenings.</li> <li>• A live answer rate of less than 15 seconds for Member Services Representative calls.</li> </ul>

Counties in Service Area	Hospitals in County	Major Providers in County ~
Barron	Lakeview Medical Center Cumberland Memorial Hospital	Marshfield Clinic (Indianhead, Lakewoods Family, Lake Country) Center Turtle Lake Medical Clinic Cumberland Medical Clinic
Chippewa	 St. Joseph's Hospital Victory Medical Center	Family Health Associates Marshfield Clinic (Chippewa, Cadott, Cornell) Center Victory Medical Group Stanley Center
Clark		Marshfield Clinic Thorp Center Victory Medical Group (Thorp, Owen-Withee) Center
Dunn		Marshfield Clinic Menomonie Center
Eau Claire	OakLeaf Surgical Hospital Sacred Heart Hospital	Augusta Family Medicine Clinic Eau Claire Family Medicine Clinic Eau Claire Medical Clinic Eau Claire Women's Care A. Javaherian, M.D. Marshfield Clinic (Oakwood, Riverview, Eau Claire) Center OakLeaf Pediatrics OB/GYN Clinic Pine Grove Family Practice Southside Medical Clinic Stenzel Clinic for Women's Health
Rusk	Rusk County Medical Center	Marshfield Clinic (Ladysmith, Bruce) Center
Sawyer		Marshfield Clinic Radisson Center
St. Croix	Baldwin Hospital	
Trempealeau		Buffalo River Clinic Osseo Medical Clinic
Washburn		Shell Lake Clinic